

PRETTY WHITE DRESS

Terms & Conditions

- 1) All orders are non-transferable and non-refundable.
- 2) Once an order has been placed with Pretty White Dress it cannot be amended with regards to style, colour, and size.
- 3) Your signature is authorisation that you are happy with the size ordered. Once the order is completed, the size cannot be changed.
- 4) Although we order in your nearest size according to each designers' size chart there will be alterations needed (especially length as all dresses come as a standard length)
- 5) Whilst every effort will be made to ensure that the order arrives on time, Pretty White Dress will not be held responsible for any delays from third parties. All delivery dates quoted are an approximation only.

Payment for purchases

- 1) A 50% non-refundable deposit is required on all goods and services when the order is placed.
- 2) Sample gowns bought off the peg must be paid for in full and cannot be held back for customers without payment.
- 3) The remaining balance must be paid within 30 days of your order arriving with us, or from today's date if your item is already here. You will receive a call or email to confirm your item has arrived. It is the customers responsibility to notify us of changes to personal contact details.
- 4) The balance of the order must be settled before the dress is taken from the premises, or alterations are made, whichever is sooner. If there are any funds outstanding, the item(s) cannot be released or altered.
- 5) The payment of a deposit is deemed as acceptance of the Terms of Trade. This agreement and all receipts in relation to this agreement must be retained as proof of purchase.

Cancellation of purchase

- 1) In the event of a cancellation, all monies paid are non-refundable and non-transferable.
- 2) No circumstances can be accepted INCLUDING event cancellation.
- 3) Should an order be cancelled; the balance must be settled, and all goods collected within the 30 day window agreed.

Fabrics

- 1) Whilst every effort will be made to match fabrics, we cannot guarantee designs, trims nor the exact shade or texture of a fabric.
- 2) Fabric colours may vary slightly from the sample gown. This should be in no way construed as defective nor should Pretty White Dress be held at fault.
- 3) The handiwork on some garments, especially those incorporating beadwork, is delicate. Extra care should be taken when transporting the gown, during wearing and cleaning. Pretty White Dress are not liable for any damages once any item has left the shop.

Fittings and Alterations

- 1) The price of a garment does not include any cost incurred for alterations carried out by either us or a personally arranged seamstress. If the customer chooses to have alterations carried out by ourselves, the payment amount will be agreed prior to any works carried out.
- 2) After the date of order, no responsibility can be accepted by Pretty White Dress for any changes which may occur to the customers body shape, size, or height. This includes weight gain/loss for medical reasons and pregnancy.
- 3) An additional fee will be incurred if the customer increases/decreases more than 2 dresses at the time of alterations.

Collection of Goods

- 1) At the final fitting appointment, the customer must check the garment in relation to fit, condition and beadwork and sign to confirm acceptance of the goods. Once the goods are in care of the customer, no responsibility will be held by Pretty White Dress if any faults or problems occur pertaining to the fit, condition, or colour of the gown.
- 2) If your registered Wedding/event date passes, your item will become the property of Pretty White Dress within 30 days of the event date. It is the customers responsibility to notify us of a change or cancellation of Wedding/event date.